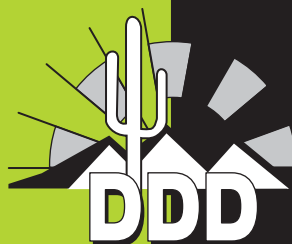
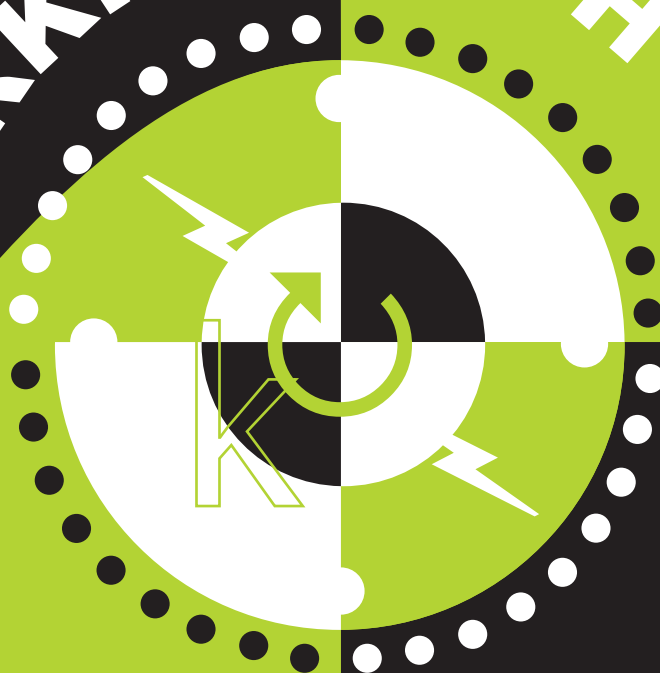


# WORKING WITH YOU



Arizona Department of Economic Security  
Division of Developmental Disabilities

# MISSION STATEMENT

## DIVISION OF DEVELOPMENTAL DISABILITIES

**Mission:** To support the choices of individuals with disabilities and their families by promoting and providing within communities, flexible, quality, consumer-driven services and supports.

**Vision:** Individuals with developmental disabilities are valued members of their communities and are involved and participating based on their own choices:

**We Value:**

- Health relationships with people;
- Individual and family priorities and choices;
- Equal access to quality services and supports for all individuals and families;
- Partnerships and ongoing communication with individuals, family members, advocates, providers and community members;
- Developmental approaches—changing conditions that affect people rather than changing people who are affected by conditions;
- Individual freedom from abuse, neglect and exploitation with a balance between the right to make choices and experience life and individual safety;
- A diverse workforce that is motivated, skilled and knowledgeable of and uses the most effective practices known;
- An environment rich in diversity in which each person is respected and has the opportunity to reach their optimal potential;
- An individual's right to choose to participate in and contribute to all aspects of home and community life;

- ☼ A system of services and supports which are:
  - Responsive - timely and flexible responses to internal and external customers;
  - Strength based - recognizing people's strengths, promoting self-reliance, enhancing confidence and building on community assets;
  - Effective – ongoing identification of effective methods and practice and incorporation of those practices into operations; and
  - Accountable - to our customers and to the taxpayers.

## **PURPOSE**

This booklet is designed to give you a brief overview of the functions of the Division of Developmental Disabilities (Division) including how to apply for supports and services, eligibility requirements, funding, planning for supports and services, a description of possible supports and services as well as a listing of local offices for you to contact for further information. Extensive information about the Division may be found at [www.azdes.gov/ddd](http://www.azdes.gov/ddd) or you may call your nearest office as noted at the end of this section.

## **OVERVIEW OF THE DIVISION OF DEVELOPMENTAL DISABILITIES**

The Division of Developmental Disabilities, within the Arizona Department of Economic Security, provides supports and services to eligible individuals with developmental disabilities.

The Division believes individuals can best be serviced in integrated community settings. The majority of supports and services are tailored to meet a person's needs at home and in community-based settings. In accordance with the principles of family support, services and supports provided to a person with a developmental disability will:

- Strengthen the family's role as a primary caregiver.
- Prevent inappropriate out-of-home placement.
- Maintain family unity.
- Reunite families with members who have been placed out-of-home.
- Include a broad range of supports and services.

The Division coordinates supports, services and resources through a central administrative office, six district offices and over 50 local offices in various communities throughout the state. These local offices promote access to community resources and program flexibility in meeting the person's needs.

## HOW TO APPLY FOR SUPPORTS AND SERVICES

Application for services may be made at the Division office nearest you. You can find a listing of all of the local offices at the end of this section. You may also submit a referral at [www.azdes.gov/ddd](http://www.azdes.gov/ddd) and someone will contact you.

You may call a local office and ask to speak with someone about an intake interview. Upon making an appointment, a Support Coordinator or Intake Worker will meet with you, review eligibility requirements and the documentation required, discuss your needs and possible supports and help you complete the necessary paperwork.

Documentation to establish eligibility includes items such as:

- Proof of age, i.e., birth certificate.
- Proof of residency.
- Medical records.
- Evaluations such as developmental, physical, occupational, speech and/or psychological.
- School records or other records applicable to determination of eligibility and/or identification of needs.
- Court documents relating to guardianship, (as applicable).
- Proof of any health insurance.

## ELIGIBILITY

An Arizona resident who has a chronic disability which is attributable to mental retardation, cerebral palsy, epilepsy or autism that was manifested before the age of 18 may be eligible. The disability must also result in substantial functional limitations in three or more of the following areas of major life activity:

- Self-care: eating, hygiene, bathing, etc.
- Receptive and expressive language: communicating with others.
- Learning: acquiring and processing new information.
- Mobility: moving from place to place.
- Self-direction: managing personal finances, protecting self-interest or making independent decisions which may affect well-being.
- Capacity for independent living: ability to live on one's own.
- Economic self-sufficiency: being able to financially support oneself.

Children under the age of six years old may be eligible if there is a strongly demonstrated potential he/she has or will have a developmental disability.

Any child from birth to 36 months who has a developmental delay or who has an established condition, which has a high probability of resulting in a developmental delay, as defined by the State, may be eligible for supports and services. A child who has a developmental delay is defined as a child who has not reached fifty percent of the developmental milestones expected at his/her chronological age in one or more of the following areas of child development: physical, cognitive, language/communication, social/emotional, and adaptive self-help. An established condition is defined as a diagnosis of a physical or mental condition which has a high probability of resulting in a developmental delay.

## **ARIZONA LONG TERM CARE SYSTEM (ALTCS)**

The Arizona Long Term Care System (Long Term Care) is a federally funded Medicaid program of supports and services. Individuals who are eligible for services through the Division may be eligible for services through the Arizona Long Term Care System. If your Support Coordinator believes that you might be eligible for Long Term Care, you will be referred to the Arizona Health Care Cost Containment System (AHCCCS) for Long Term Care eligibility determination. If you are referred for Long Term Care eligibility determination, you must cooperate in this determination or, according to Arizona law, you will not receive services from the Division. Persons who are eligible for services through the Division are not automatically eligible for Long Term Care services.

The Division provides both acute medical services and home and community based services to people who are eligible for Long Term Care. People who are eligible for Long Term Care will receive a Member Handbook which explains the program.

## **SUPPORT PLANNING**

All people and families are different, therefore, services and supports are based on the person's needs, and in some cases, availability of funding. All services and supports are designed and delivered to meet the individual needs of the person and their family. Needs are determined through assessments and evaluations. For example, a therapist will do an evaluation and may make recommendations for ongoing therapy. The Support Coordinator will assess for other supports and services such as Attendant Care, Habilitation, et. Natural supports, including family, community based services and resources must be used to the maximum extent possible.

Decisions about what services and supports the person receives are based on a team process. The team consists of the person, family and the Support Coordinator. Others such as therapists and other providers involved in the life of the person may be part of the team. The Individual Support Plan, the Individualized Family Service Plan or the Person Centered Plan process reviews assessments and evaluations, identifies natural supports and assists in defining what additional supports or services may be needed to enhance the person's abilities.

If an individual is authorized to receive services, the Division provides supports and services in a variety of living environments. Most people receive supports and services in their family home or their own home. (Individuals have the right to select the providers of the supports they need, if found necessary as part of the Individual Support Plan.) A residential setting supported by Division funds may not always be available. Under certain specific circumstances, parents or other family members may be paid to provide supports and services.

## SUPPORTS AND SERVICES

The Division provides or contracts with individuals and agencies for services and supports for persons with developmental disabilities. Services are provided to eligible individuals based on the person's identified needs, state and/or federal guidelines and, when applicable, the availability of funds.

Possible supports and services may include:

**Attendant Care:** This service provides a certified and trained attendant to assist a person to attain or maintain safe and sanitary living conditions and/or maintain personal cleanliness and activities of daily living.

**Day Treatment and Training:** This service provides training, supervision, therapeutic activities, and as appropriate, counseling, to promote skill development in independent living, self-care, communication and social relationships.

**Employment Support Services:** This service provides supports and services in a job setting.

**Habilitation:** This service uses a variety of methods designed to maximize the person's abilities. It may include habilitative therapies, special developmental skill instruction, behavior intervention or sensory-motor development. It may occur at the person's home, a community setting or in a residential setting.

**Home Health Aide:** This service, which is provided in the person's home, provides medically necessary health maintenance, continued treatment or monitoring of a health condition

**Home Nursing:** This service provides nursing in the person's home.

**Respiratory Therapy:** This service provides treatment to restore, maintain or improve breathing.

**Respite:** This service provides a certified and trained person to supervise and care for a person in order to relieve caregivers so they can go to a movie, out to dinner, take a vacation or even a nap. Respite may be provided overnight.

**Therapies - Occupational, Physical and Speech:** These services restore, maintain or improve functional skills or a physical function or communication.

**Transportation (Non-Emergency):** This services provides or assists in obtaining transportation, but does not include ambulance services.

## **TOLL FREE NUMBERS**

Central Office:	866.229.5553
District I:	800.749.9490
District II:	877.739.3943
District III:	
Flagstaff:	888.289.7177
Chinle:	866.560.8325
Show Low:	888.537.8013
Window Rock:	800.770.6493
Prescott:	877.739.3922
Tuba City:	866.283.4520
District IV:	877.739.3922
District V:	
Globe:	877.227.1100
Apache Junction:	877.739.3926
ATPC:	877.739.3941
District VI:	877.739.3938 x3121

## **ADMINISTRATIVE OFFICES**

Central Administrative Office	Health Care Services
1789 W. Jefferson St.	2200 N. Central Ave., 207
Phoenix, AZ 85007	Phoenix, AZ 85004
602.542.0419	602.238.9028
866.229.5553	800.624.4964

## **District I (Maricopa County)**

District Administrative Office  
1990 W. Camelback Rd. Ste. 308  
Phoenix, AZ 85015  
602.246.0546

South Camelback Office  
2001 W. Camelback Rd. Ste. 170  
Phoenix, AZ 85015  
602.870.1721

Dobson Office  
163 N. Dobson Rd.  
Mesa, AZ 85201  
480.890.7301

McKinley Office  
1824 E. McKinley  
Phoenix, AZ 85006  
602.258.2375

Indian School Office\*  
1430 E. Indian School Rd., Ste. 205  
Phoenix, AZ 85014  
602.277.8724

Mesa Office  
1619 E. Main  
Mesa, AZ 85203  
480.834.4233

Metro Office  
11225 N. 28th Dr. C-27  
Phoenix, AZ 85029  
602.375.1403

North Office  
13832 N. 32nd St., Ste. 104  
Phoenix, AZ 85032  
602.485.0236

Glendale Office  
5800 W. Glenn, #260  
Glendale, AZ 85301  
623.435.9731

South Office  
2602 S. 24th St., Ste. 108  
Phoenix, AZ 85034  
602.231.9218

Southwest Office  
3802 N. 53rd Ave., #250  
Phoenix, AZ 85031  
623.845.9804

Tempe Office  
5038 S. Price Road, Ste. 14  
Tempe, AZ 85282  
480.831.1009

Avondale Office  
290 E. La Canada  
Avondale, AZ 85323  
623.925.5270

\*Intake



## **District II (Pima County)**

District Administrative Office  
400 W. Congress, Ste. 500  
Tucson, AZ 85701  
520.628.6800

2nd Street Office  
3655 E. 2nd Street  
Tucson, AZ 85716  
520.318.3510

Country Club  
6452 S. Country Club, Ste. 101  
Tucson, AZ 85706  
520.799.8720

ATPT  
4710 E. 29th Street  
Tucson, AZ 85711  
520.745.5588

Mona Lisa Office  
7225 N. Mona Lisa, #202  
Tucson, AZ 85741  
520.742.7679

## **District III**

(Apache, Coconino, Navajo and Yavapai Counties)

District Office  
2705 N. 4th Street, Ste. A  
Flagstaff, AZ 86004  
928.773.4957

Chinle Office  
P.O. Box 2150  
Chinle, AZ 86503  
602.870.1721

Cottonwood Office  
1500 E. Cherry, #G  
Cottonwood, AZ 86326  
928.634.2184

Eager Office  
P.O. Box 1924  
Eagar, AZ 85925  
928.333.5784

Holbrook Office  
153 W. Vista Drive  
Holbrook, AZ 86025  
928.524.2646

Kykotsmovi Office  
P.O. Box 683  
Kykotsmovi, Az  
928.734.2202

Page Office  
P.O. Box  
Page, AZ 86040  
928.645.0215

Prescott Office-Ainsworth  
1000 Ainsworth Drive, Ste. 100  
Prescott, AZ 86301  
928.778.5290

Prescott Office - Grove  
234 Grove St.  
Prescott, AZ 86305  
928.777.8639

**District III** (Continued)  
(Apache, Coconino, Navajo and Yavapai Counties)

Show Low Office 2500 E. Cooley #410 Show Low, AZ 85901 928.532.4325	Window Rock Office P.O. Box 4739 Window Rock, AZ 86515 928.871.3696
Tuba City Office P. O. Box 1199 Tuba City, AZ 86045 928.283.4520	Winslow Office 319 E. 3rd Street Winslow, AZ 86047 928.289.2936

**District IV**  
(La Paz, Mohave and Yuma Counties)

District Office 350 W. 16th Street, Ste. 232 Yuma, AZ 85364 928.782.4343	Lake Havasu City Office 232 London Bridge Road Lake Havasu City, AZ 86403 928.453.7171
Bullhead City Office 2601 Hwy. 95 Bullhead City, AZ 86442 928.704.7776	Parker Office 1032 Hopi Avenue Parker, AZ 85344 928.669.9293
Colorado City Office 480 South Central Colorado City, AZ 86021 928.875.8458	Yuma Office 1220 S. 4th Avenue Yuma, AZ 85364 928.782.7523
Kingman Office 519 E. Beale St., Ste. 155 Kingman, AZ 86401 928.753.4868	

**District V** - (Pinal and Gila Counties)

District Office 110 S. Idaho Rd., #240 Apache junction, AZ 85220 480.982.0018	ATPC 2800 N. Hwy. 87 Coolidge, AZ 85229-1467 520.723.4151
--	--

**District V** (Continued)  
(Pinal and Gila Counties)

Casa Grande Office 401 N. Marshall Street Casa Grande, AZ 85222 520.426.3529	Globe Office 910 n. Broad Street Globe, AZ 85501 928.425.3255
Coolidge Office 1155 N. Arizona Boulevard Coolidge, AZ 85228 520.723.5351	Kearny Office 331 Alden Road Kearny, AZ 85237 520.363.5568
Eloy Office 109 N. Sunshine Blvd. Eloy, AZ 85231 520.466.4226	Payson Office 122 E. Hwy. 260, Ste. 110 Payson, AZ 85541 928.474.1204

**District VI**  
(Cochise, Graham, Greenlee and Santa Cruz Counties)

District Office 209 Bisbee Road Bisbee, AZ 85603 520.432.5703	Safford Office 1938 Thatcher Boulevard Safford, AZ 85546 928.428.0474
Benson Office 549 W. 4th Street Benson, AZ 85602 520.586.9665	Sierra Vista Office 2981 E. Tacoma Street Sierra Vista, AZ 85635 520.458.7166
Bisbee Office 207 Bisbee Road Bisbee, AZ 85603 520.432.2257	Nogales Office 1843 N. State Drive Nogales, AZ 85621 520.281.1947
Clifton Office 300 N. Coronado Blvd Clifton, AZ 85533 928.865.4131	Willcox Office 256 S. Curtis Willcox, AZ 85643 520.384.4668
Douglas Office 1140 "F" Avenue Douglas, AZ 85607 520.364.4446	

Equal Opportunity Employer/Program ♦ Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program of activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at (602) 542-6825; TTY/TTD Services: 7-1-1.



Arizona Department of Economic Security  
Quality Service, Organizational Pride,  
Client Self-Sufficiency